


## Ready Request - [umbc.assetworks.cloud/ready](https://umbc.assetworks.cloud/ready)

← → ↻ umbc.assetworks.cloud/ready# ☆ ⓘ ⓘ New Chrome available ⓘ

Home Process Setup Notifications >100 Settings ▾













Request Templates

 **UMBC**  
Facilities Management Help Portal

**Residents of Walker Avenue Apartments, please click [HERE](#) for facilities issues in your residence hall.**

**⚠ Please be aware that some requests will require departmental financial approval and/or key approval. If your department's approvers have changed, please email [workorder@umbc.edu](mailto:workorder@umbc.edu) to update.**

Maintenance Requests


 Cleaning	 Door & Lock For key requests please use the Key Request tile	 Elevator Issue For entrapments call 410-455-2550	 Event Setup Request	 Furniture	 Grounds & Exterior
 Lighting	 Tools	 Shopping Cart	 Keys	 Appliances	 Lightbulb

To view a Ready Request for any reason Click on the Process Tab on the top left hand side of your page:

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 Lighting	 Tools	 Shopping Cart	 Keys	 Appliances	 Lightbulb

Here you can find things that are Awaiting Your Review (if you are an approver), all of Your Open Requests, and all of Your Closed Requests.

umbc.assetworks.cloud/ready#

Home **Process** Setup Notifications > 100 Settings

Processes

Request

Error > 100

Awaiting Your Review > 100

Your Open Requests 52

Your Watch List

Your Closed Requests

All Requests

Space

Error 1

Awaiting Your Review 1

Submitted

Your Closed Requests

All Requests

Older

FACILITIES MANAGEMENT BUILDING -- RM:115 -- SHOP WORK REQUEST -- Paint Issue  
29566 Elyse Clegg 07/23/2024

UNIVERSITY CENTER -- RM:312 -- SHOP WORK REQUEST -- Door  
27217 Elyse Clegg 05/15/2024

CAMPUS-WIDE -- RM:999 -- Event Request: TEST TEST TEST  
21462 Elyse Clegg 11/28/2023

LANDSCAPE & GROUNDS MAINTENANCE AREAS -- GROUNDS ISSUE -- Dead Animal  
19654 Elyse Clegg 10/12/2023

INFORMATION TECHNOLOGY BUILDING -- RM: 222 -- SIGNAGE -- Door or Office Signage  
13400 Elyse Clegg 05/17/2023

THE CENTER FOR WELL-BEING -- RM:201-2 -- SHOP WORK REQUEST -- Electrical Issue  
11854 Elyse Clegg 04/03/2023

Awaiting Your Review (Approvals)

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Processes

Request

Error > 100

**Awaiting Your Review** > 100

Your Open Requests 52

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Your Closed Requests

All Requests

Space

Error 1

Awaiting Your Review 1

Submitted

Your Closed Requests

All Requests

This Month

HARBOR HALL -- RM:113 -- Other Request -- Tile  
33863 Maeva Kaunan 10/14/2024

TERRACE APARTMENTS - MONOCACY -- RM:24 -- Room Comfort -- Unit Damaged  
33842 Pritish Budhrani 10/12/2024

TERRACE APARTMENTS - GUNPOWDER -- RM: 22 -- Lighting Issue -- LIGHT OUT  
33476 Khamna Bilal 10/04/2024

TERRACE APARTMENTS - GUNPOWDER -- RM: 33 -- Lighting Issue -- LIGHT OUT  
33394 Vy Nguyen 10/02/2024

Last Month

TERRACE APARTMENTS - MONOCACY -- RM: 22 - - Lighting Issue -- LIGHT OUT  
33233 Adeti Afe 09/30/2024

ERICKSON HALL -- RM: 454A -- Lighting Issue -- LIGHT OUT  
32695 Richard Lu 09/18/2024

HARBOR HALL -- RM:173 -- Room Comfort -- Thermostat Issue  
32691 Charliana Dacosta 09/18/2024

ERICKSON HALL -- RM: 249 -- Lighting Issue -- FLICKER  
32682 Gina Weng 09/17/2024

Approvals Screen (Be sure to check dates/times, description, and chartstrings(for billable))

If everything looks good click on the Approve button.

If you want the person to make some changes click on the Revise and Resubmit button and be sure to comment what changes need to be made. This will send the Request back to the person who created it.

If you or your department no longer need/want the request please click the Reject button. If you use this button the Ready Request will no longer be able to be used.

**\*\*If you want to Edit a request that is awaiting your approval yourself you can click on the blue Edit button on the right of the request. You will be able to change the Request as needed and then save and Approve\*\***

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Processes

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Error<100

Awaiting Your Review<100

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Outage Request -- ELECTRIC -- FINE ARTS BUILDING -- PRF or WO#: 20-120 -- Add'l Info: Electrical outage on ground floor electric panel 208DS in room 016 on FA on Thursday, November 3rd from 6am-10am.  
6591 Elyse Clegg10/21/2022

THE COMMONS -- RM:2R1 -- SHOP WORK REQUEST -- PAINT

CAMPUS-WIDE -- RM:999 -- Event Request: TEST TEST TEST  
21462 Elyse Clegg

11/28/2023  
12:34 PM

Print OptionsPrint Content

Workflow

Approve

Revise and Resubmit

Reject

DetailsAttachments0ApprovalsComments0AiM

Chartstring:  
You can type the chartstring or description to filter the list results.:  
(10414|1111|071) FM FACILITY SUPPORT SVCS|STATE SUPPORT|OPERATION & MAINT OF PLANT

Contact Information:  
Elyse Clegg -- RC87160@umbc.edu -- 52550

Location:  
CAMPUS-WIDE -- RM:999

Request Summary:  
CAMPUS-WIDE -- RM: 999 --Event Services Request -- Start Date: Wed, 29 Nov 2023 17:33:55 GMT End Date: Wed, 29 Nov 2023 17:33:55 GMT

Phase Description:

Phase Description:

Edit

**Your Open Requests – All Requests that you have submitted that have not yet been Closed by FM**

**You can Click on each request to review all the details.**

HomeProcessSetupNotifications >100Settings

Q Processes

Request

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Awaiting Your Review >100

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THE COMMONS -- RM:2R1 -- SHOP WORK

**Information on each Ready Request:**

**Attachments – These are added by you the customer through drag and drop or uploading and can be viewed at any time.**

HomeProcessSetupNotifications >100Settings

Q event

Request

Error >100

Awaiting Your Review >100

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All Requests

Space

Error 1

Filter All RequestsClear

Stop Watching46 of 60

RETRIEVER ACTIVITIES CENTER -- RM:070-3 -- Event Request: Fridays in the RAC - Glow Dodgeball  
33417 Emily Schulz10/03/2024 11:32 AM

Print OptionsPrint Content

DetailsAttachments 0ApprovalsComments 0AiM

Drop Files To Attach Or:  
Browse

**Approvals – This shows any approvals that are required for the Request to move through the workflow and where they stand. Approve and the time stamp will appear next to the name of the person who has completed the approval. If this is not yet shown it is still awaiting approval.**

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Settings

event

Request

Filter All Requests

Clear

Stop Watching

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Error >100

Awaiting Your Review >100

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All Requests

Space

Error 1

Awaiting Your Review 1

Submitted

Your Closed Requests

All Requests

CAMPUS-WIDE -- RM:999 -- Event Request: Life as a Retriever - 10/18 & 11/1  
33484 Sydney Hartman  
10/04/2024

UMBC EVENT CENTER -- RM:145 -- Room Comfort -- Unit Not Running  
33450 B. Kevin Gibbons-O'Neill  
10/03/2024

PUBLIC POLICY BUILDING -- RM:406 -- Event Request: UMBC Expungement Clinic  
33449 Molly Timko  
10/03/2024

SHERMAN HALL -- RM:224 -- Event Request: Major Event  
33448 Monique Ransom  
10/03/2024

1450 SOUTH ROLLING ROAD (MAIN BUILDING) -- RM:1.007 -- Event Request: Clear Room of all chairs and tables  
33433 crice Costley-Rice  
10/03/2024

RETRIEVER ACTIVITIES CENTER -- RM:070-3 -- Event Request: Fridays in the RAC - Glow Dodgeball  
33417 Emily Schulz  
10/03/2024

Outage Request -- DOMESTIC WATER -- BIOLOGICAL SCIENCES BUILDING -- PRF or WO#: 340105 075365 -- Add'l Info: Plumbing Shop

RETRIEVER ACTIVITIES CENTER -- RM:070-3 -- Event Request: Fridays in the RAC - Glow Dodgeball

33417 Emily Schulz

10/03/2024 11:32 AM

Print Options

Print Content

Details

Attachments 0

Approvals

Comments 0

AiM

Approval Notification

Sustainability Notification

Building Manager Notification

Work Control Approval Requested

Approve

Financial Approval Requested

Approve

Approve

10/03/2024 01:19 PM

Billable notification

**Comments – When you enter comment it ONLY comes to Work Control. It DOES NOT send the message to the shop. If you would like a specific person to see a comment you need to type “@their name” to tag them into the request. This is also how a department can ensure that all requests are seen by a specific person who may be tasked with tracking expenses or information about their spaces.**

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33417 Emily Schulz

10/03/2024 11:32 AM

Print Options

Print Content

Details

Attachments 0

Approvals

Comments 0

AiM

EC

Click to enter comment

Save

**AIM – While you as a customer work in Ready Request, our shops work out of the partner system called AiM. Ready Request creates Work Orders once the required workflow is completed. Here you can see where the shops are with your work. If there are multiple phases that means multiple shops are working on the job. The different statuses can tell you the progress of the work:**

**New – the shop hasn’t looked at the request yet**

**Assigned – the shop supervisor has assigned the work to one of the employees in their shop**

**In-Progress/Awaiting Materials – usually this means they are awaiting parts or a contractor to help with the work**

**Work Done – the shop employee has completed the work and tracked their time**

**Shop Done – the shop supervisor has reviewed the work and the shop is done with the work order**

**Ready to Bill – there is a cost associated with the work order that will be billed in our next end of month billing**

**Billed – the work order has been billed to your department**

**Complete – the work order is completed and there is no bill**

**Cancelled – the work order has been cancelled by the shop or by the customer**

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Q event

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Filter All Requests

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RETRIEVER ACTIVITIES CENTER -- RM:070-3 -- Event Request: Fridays in the RAC - Glow Dodgeball  
33417 Emily Schulz  
10/03/2024

Outage Request -- DOMESTIC WATER -- BIOLOGICAL SCIENCES BUILDING -- PRF or WO#: 240105-025365 -- Add'l Info: Plumbing Shop needs to shut off lab water feeding Biology Bldg. to replace a defective 4-inch backflow preventer in tunnel area that feeds this system.  
33413 Gregory Linz  
10/03/2024

RETRIEVER ACTIVITIES CENTER -- RM:070-3 -- Event Request: Fridays in the RAC - Glow Dodgeball  
33417 Emily Schulz

10/03/2024 11:32 AM

Print Options Print Content

Details

Attachments 0

Approvals

Comments 0

AIM

Records

Show 10 entries

Start typing to search

Record	Status
Work Order: 241003-037703	CLOSED
Work Order: 241003-037703 - Phase: 001	SHOP DONE
Work Order: 241003-037703 - Phase: 002	SHOP DONE

Showing 1 to 3 of 3 entries

Previous 1 Next

Status History

Work Order: 241003-037703 has been updated to OPEN.  
10/03/2024 01:20 PM

**Your Billing Report – Once we run our billing there are two different places you can review the information:  
The JE screen in PeopleSoft**

- On the Journal Line Description, you will find the Work Order number
- On the Reference line you will find the Ready Request number

Select	Line	Base Amount	Fund	Dept	Account	PC Bus Unit	Project	Activity	Program FIN Name	Journal Line Description	Reference
N	5	150	1113	10302	7090400	UMBC1	CV360150	CNV	31	240208-026773 ROBERT STARR	23833
N	6	125	1113	10302	7090400	UMBC1	CV360150	CNV	31	240208-026771 ROBERT STARR	23831
N	7	100	1113	10302	7090400	UMBC1	CV360150	CNV	31	240208-026772 ROBERT STARR	23832

### The FAD Report

- On the Journal Line Description, you will find the Work Order number
- On the Reference line you will find the Ready Request number

\*If you require backup for a billed item you need to email [elyse1@umbc.edu](mailto:elyse1@umbc.edu) or [workorder@umbc.edu](mailto:workorder@umbc.edu) and include the Ready Request or Work Order number(s) you need that backup for. Each one will be included individually on the email reply.



## Work Order/Phase Cost Analysis

Work Order			
Work Order:	240208-026773 (SURFACE PARKING LOTS AND ROADWAY PARKING. -- GROUNDS ISSUE -- TRASH -- ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024)	Region:	01 (UMBC)
		Facility:	01
Status:	CLOSED	Property:	PKG (SURFACE PARKING LOTS AND ROADWAY PARKING.)

### Phase 001

Description:	SURFACE PARKING LOTS AND ROADWAY PARKING. -- GROUNDS ISSUE -- TRASH -- ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024		
Status:	BILLED	Est Start Date:	Feb 8, 2024
Shop:	FM_GROUNDS (FACILITIES MANAGEMENT GROUNDS)	Est End Date:	Mar 21, 2024

Contractor	
Contractor:	
Address:	

Cost Analysis						
	Hours	Labor	Material	Equipment	Contract	Total
Estimated:	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Actual:	6	\$150.00	\$0.00	\$0.00	\$0.00	\$150.00

## Ready Request Tile Selections

### Door & Lock

#### **Door**

- Broken Hinge
- ADA/Accessibility Door Issues
- Door Doesn't Close Properly
- Loose/Damaged Door Handle
- Roll-up/Overhead Door Issue
- Door Stop Broken/Missing
- Broken Center Post (Mullion)

#### **Lock**

- Broken Lock
- Key Stuck
- Key(s) Not Working
- Panic Bar Issue
- Lock/Core Change
- Request Padlock/New Lock

### Event Set Up

- Electrical Power
- Furniture Setup
- Trash, Recycling, Compost
- Signs
- Temperature Setpoint Adjustment

### Grounds & Exterior

- Fall Tree/Branch
- Dead Animal
- Icy Sidewalk
- Trash/Recycling Removal (dumpsters)
- Broken Fence
- Pothole in Roadway
- Broken Sidewalk, Rail or Step
- Damaged Gutter/Siding/Roofing (Goes to SM)

### Installation and Renovation

- Paint Room
- Install Window Coverings (Blinds/Shades)
- Repair Wall
- Install Shelves
- Mount Non-Electronic Item to Wall ex. Whiteboard
- Install Flooring
- Replace Damaged Flooring
- Installation Services???

### Inventory Disposal



-Anything tagged in UMBC Inventory.

**\*\*\*MUST have inventory disposal form or will not be put through to a work order for SWF\*\*\***

### **Key Request**

- Any request for a new key to be cut/made by FM

### **Lighting & Power**

#### **Lighting**

- Light(s) Out
- Noisy Fixture
- Flickering/Dimming
- Add/Move Light Fixture

#### **Power**

- No Power
- Outlet (Receptacle) Not Working
- Outlet Relocation/Addition
- Breaker Check/Reset
- Assist Contractor

### **Outage Request**

- This tile is for PM/FM Staff to request outages

### **Pest Control**

- Rodent or Small Animal Sighting
- Bug Sighting
- Snake Removal
- Bird or Bat Removal

### **Plumbing Assistance**

- Not Hot/Cold Water
- Water Fountain Filter Change
- Clogged Sink/Drain/Toilet
- Leak
- Fixture Broken/Not Working (Toilet, Sink, Etc.)
- No Water/Low Flow
- Discolored Water
- Flood
- Natural Gas Smell

### **Relocation Services**

- Anything SWF moves that isn't UMBC tagged Inventory

### **Room Comfort**

- Too Hot
- Too Cold

- Unit Not Running
- No Airflow
- Thermostat Issue
- High Humidity
- Low Humidity
- Dirty Filter
- Noisy Equipment/Sound from Vent
- Odor from Vent
- Water Dripping from Unit
- Unit Damaged

### **Safety Concerns**

#### **Inside**

- Water Damage
- Alarm issue – Silence/Clear
- Fire Extinguisher
- Ceiling Tile
- Falling Brink
- Broken/Missing Handrail

#### **Outside**

- Icy Sidewalk
- Loose Paver
- Bollard Missing
- Missing/Broken Handrail

### **Signage**

**\*\*Not to be used for Event Signs\*\***

- Door or Office Sign
- Damaged or Missing Sign
- Roadway Signage (New)
- Parking Signage (New)
- Parking/Construction Signage (Temporary)
- Directory (Updates)

### **Windows & Glass**

- Broken Glass
- Stuck Window
- Leaking Window

## **Facilities Management Event Support – Event Setup Request**

Event requests must be submitted a minimum of 10 business days in advance of the event on the Event Setup Tile of Ready Request: however, the further in advance the better, to ensure availability of staffing and materials. Submitting an event request in Ready Request does not mean your event has gone to our FM shops. All event requests require Financial Approval from your department in Ready Request, because there will be charges for SWF and possibly other shops. Services that FM Shops can provide Include:

### **Electrical Power (Electric Shop)**

- Extension cords
- Special Power needs for event equipment

### **Furniture Setup (SWF)**

In your description of event be sure to give as many details as possible, including date(s), start and end time, description of set up, etc. You can also attach diagrams of the event setup you would like.

#### **Tables**

- 6ft rectangles
- 8ft rectangles
- 60” rounds (comfortably seats 8)
- 72” rounds (comfortably seats 10-12)

\*Our tables are not in mint condition. If you wish to cover them, you must supply your own table cloths or have them supplied by catering (Food Services).

- Black Folding Chair
- Rolling Posterboards (about 10)
- A-Frame Posterboards

### **Recycling, Trash and Compost (Grounds Shop)**

- Trash Cans
- Recycling Bins
- Compost Bins
- Extension cord/Wire covers

### **Signs (Sign Shop)**

- Signs require 2-3 weeks to complete (be sure to submit in plenty of time)
- Roadway signs for event
- Directional signs for event (interior or exterior)
- See Sign Shop for more details

### **Temperature Setpoint Adjustment (HVAC Shop)**

Can change the temperature from the standard setpoint to ensure comfort in a more crowded space

### **Housekeeping**

- Required if serving food
- After 4pm or on a weekend there is a 3-hour minimum as part of their overtime requirement in their contract

\*Event/After-hours housekeeping requires advanced communications to ensure staffing  
If you have any questions or need assistance you can always call Work Control x52550.